



# **Opus Author's Manual**

for Opus Release 2.27

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# Product Overview

## Summary

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Opus is a Content Management System which lets you publish one or more web sites each of which can include an online newspaper. Each site can have a different look and feel. Sites can have multiple authors. A web front end allows authors to post new articles without any need to learn HTML.

Opus was developed to publish a web site and online newspaper for the village of Milton. A number of other sites have been developed, both by The Hug and by other designers using Opus.

## In Depth

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Opus lets you run one or more web sites which we call "papers". In the paper the text on each web page is called an "article".

Each paper can be divided into one or more sections and within the sections you can have any number of articles. Each paper has an editor and one or more authors, including the editor. Authors post articles which are stored in the database and retrieved when the paper is read.

Articles come in different shapes and sizes. News articles appear in the site's news section while web articles allow you to add more static content. Database articles are useful for holding more structured information, such as contact directories. Document articles let you put other types of document such as Word and PDF files on your web site, and have them managed and searchable by Opus.

Articles are written via a web form. The text of articles can be plain text so you don't need to understand HTML mark up (although if you do you can use it).

Each news article has a headline followed by the text. Long articles are split automatically after the end of the first paragraph and only the first paragraph will then appear followed by the hotlink "More...".

News articles can be embargoed, so they don't appear in the paper until the date/time specified, and expired, so they disappear after the date/time specified.

News articles can be marked to go in the paper's diary, in which case a date and optionally, start and end times, are specified and it will also appear in a diary section.

Web articles are similar to news articles, but don't appear in the news section of the site. They have a title followed by the text, which again can be plain text or HTML.

Database articles consist of one or more predefined fields. The fields can be single or multi-line text, select pull downs or check boxes.

Document articles have an attached document, usually a PDF or Word document, and can include a headline and text, like a web article, which introduces the document to the reader.

Opus also includes its own search engine.

Opus is designed so that it is easy to customise the look and feel of each paper.

## Technical Issues

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Opus is written in PHP using a MySQL database back end. Both of these are freely available under the GNU General Public Licence.

Opus is designed to be useable by people with little or no experience of either PHP or MySQL, although you'll get more out of it if you understand these packages. You also probably need to understand the basics of how to put together a web page and how to write HTML. Although again these aren't vital.

Probably the hardest part of the installation is installing PHP and MySQL, but if you're using an ISP to host your paper this will already be done for you!

## Copyright and Licence

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Opus is copyright © 2000–2006 The Hug.

Opus is free software issued under the GNU General Public License (sic) and you are welcome to redistribute it under certain conditions  
Opus comes with ABSOLUTELY NO WARRANTY unless you have purchased that from The Hug.

Opus uses the following third party software:

FCKeditor is copyright © 2003–2006 Frederico Caldeira Knabben. All rights reserved. It is issued under a GNU Lesser General Public License.

jsCalendar is copyright © 2002–2004 Mihai Bazon and is free software issued under the GNU General Public License.

# Getting Started

## Becoming an Author

---

Only the publisher can create new authors. If you are the publisher you should read the publisher's manual's advice on creating new authors. If you are not the publisher the publisher will set you up as an author. They will need your email address and they will give you an initial password.

## Logging On

---

Once you've got your password you need to log on. Normally<sup>[1]</sup> you do this by putting your mouse in the top left hand corner of any page on the web site. There's a hidden hyperlink there. When the mouse changes from an arrow to a hand<sup>[2]</sup> click on the left button of the mouse.

[1] If the publisher has changed the way Opus renders pages significantly this may not work. If they have then, hopefully, they will also update this document

[2] This is how it normally looks from IE or Netscape. If you're using another browser just click on the hidden hyperlink.

You will be asked for your email address and password. Enter those then click on "Login". At the next screen select the paper you wish to work on, then click on "Continue".

## The Author Menu

---

Once you are logged in you should be shown the author menu. It looks something like this:

**Author Menu**

The currently selected paper is Milton Village

You are Sue Smith, author number 3

Your options are:

- Read Milton Village
- Read the author's manual
- Look at the activity log
  
- Write a news article
- Write a web article
  
- Browse articles
- View site map
  
- Update your author details
- Log off

The actual options that you can see may vary, depending on how the web site has been set up.

From here you can read the author's manual, of which this page forms part, write articles, read the paper, update your details or log off.

# Writing Articles

## Writing a New Article

---

There are two ways of getting to the page where you can write a new article:

- If you are already logged on you will probably<sup>[1]</sup> see a "Write article" hyperlink towards the bottom of the navigation bar on the left hand side of any page on the site
- From the author menu using the "Write a new article" option.

You will be presented with a form to fill in. Enter the information in the fields as detailed below and then click on the "Update" button to publish the article.

Note than when entering dates you can use either UK date format **dd/mm/yy** or ISO date format **yyyy-mm-dd**. Times should be entered as **hh:mm:ss**.

The fields in an article are as follows (your publisher may have disabled some of these fields so don't be surprised if you can't see all of them):

[1] we say "probably" because it's possible that the publisher may have disabled that option – if they have then hopefully they will rewrite this documentation!

## Type

You must tell Opus the type of article you are writing. There are two main types of article "News article" and "Web page":

- a **News article** – appears in the news section of the paper. If your publisher has set up the paper to have sections for news then you will be able to select which section the news article is to go in.
- a **Web page** – doesn't appear in the news section, it will only appear if you provide a hyperlink to it from elsewhere in the paper, on the navigation bar for example. If your publisher has set up several different sections for web article then you will be able to select which section the web article is to go in.

## Headline

The headline appears at the top of the article. You need to keep your headlines short if they're to appear on a single line.

## Article

This box contains the body text of the article. You can write simple articles as plain text with no formatting whatsoever. However to make more interesting articles you will want to either use "mark up" or our built in WYSIWYG editor. Using mark up is explained in detail in the section of this manual on using mark up. There is online help available for the WYSIWYG editor, click on the link to the left of the editor box.

## Upload text from

Rather than typing the article into the "Article" box you can upload the text to Opus from a file on your hard disk. This file must be plain ASCII text so if you've created it in a word processor then save it as "plain text" or similar.

## Embargoed Until

If you like you can "embargo" an article. This is only really useful for news articles which you might want to write ahead of time but for it only to appear in the news section at some time in the future. An example might be a press release which is to be issued immediately after someone has made a speech.

You embargo an article by checking the first box on the "Embargoed until" line and then entering the date and time (see above) until which the article is to embargoed.

Note that if an embargo date is set this is the date that will appear as the date that the article was written in the news section of the web site, so that it's sorted appropriately.

## Expire After

Normally news articles remain on the paper forever, although they get pushed back by newer articles. However you can "expire" an article so that it no longer appears after a certain time. An example might be a special offer which ceases at some point in the future.

You expire an article by checking the first box on the "Expire after" line and then entering the date and time (see above) after which the article is to be expired.

## Diary

The paper can have a diary section and any article, be it a news article or a web page, can also appear in the diary.

You put an article in the diary by checking the first box on the "Diary" line and then entering the date and start and end times (see above). Both of the times are optional: if you don't enter them Opus will make sensible assumptions when displaying the diary details. You can also enter the location of the event in the "where" box.

## Parent article

If your publisher has configured your paper to have the navigation automatically built by Opus then you indicate the relationship between articles by indicating which article is the parent to the article you're writing. You do this by entering its article number. You need to discuss with your publisher how they intend the navigation to be constructed.

## Mapped URL

If your publisher has configured your paper to use short URLs then the normal URL of any article will be `opus<nnn>.html` where `<nnn>` is the article number. However you can ask Opus to use another URL for the article but entered the URL you want it to be mapped to.

## Publishing Your Article

---

Having entered all the fields into the form you are now ready to see how it will look when it's "published". Click on the "Preview" button (there's two, one at the top and one at the bottom of the page; you can use either). Opus will then validate what you have entered and if there are any errors it will tell you about them so that you can correct them. If your article passes validation then you will be taken to the "Review Article" page.

On this page the you can see the page as it will appear when it's published. At this point the article is not visible to the ordinary visitor to the site so don't worry if you then realise that you have got anything wrong. The page is shown in a frame and above it is a small frame with buttons in where you can decide what you want to do with your changes. The options are:

<b>Publish</b>	saves the changes you've made so the article is now visible to all and returns you to the page where you started.
<b>Edit further</b>	lets you make more changes to your article if you are not happy with what you are seeing.
<b>Start over</b>	this option only appears when you're editing articles you've previously written (see "Editing Articles" below) and lets you discard the edits you've made and start editing the article again from its current published state.
<b>Discard</b>	discards your changes.
<b>Help</b>	display a help page.

So you can now review your article, use the "Edit further" button to make any changes required and, when you're sure you are happy with the article click "Publish" and the the article will only then be made visible to the public.

NB: do not click on hyperlinks in the preview article page you are being shown unless you are very certain what you are doing as it's easy to get to the point where your browser won't let you back to the review page. If you do need to test a hyperlink the best thing to do is to open it in a new window (this varies with browser but normally this is done by right clicking on the hyperlink and selecting "Open in new window" or similar from the menu).

## Editing Articles

---

If you're an author then the article number will appear after the text of any article and you can click on it to view details of the article. If you are the author of the article, or the publisher, then an "e" will appear before the article number and you can click on the "e" to edit that article. You can also click the "Update" button when viewing the article details.

Editing is just like writing an article, only the fields will already be filled in with the existing data from the article.

The one difference is that you get an extra field at the bottom showing the article's "visibility" which can have one of three values:

- **Searchable** – the article can be read and is searched when the search engine is used. This is the default value.
- **Not searchable** – the article can be read and but is not searched when the search engine is used. You would typically use this for "navigation" articles
- **Invisible** – the article comes up as "Page Not Found/The page you are looking for no longer exists" if you try to view it and doesn't come up in searches, but can still be edited. You typically mark an article as "invisible" when you want it to be effectively deleted.

# Using Mark Up

## Introduction

---

When you are entering the body text of the article you can write simple articles as plain text with no "mark up" whatsoever. However to make more interesting articles you will want to use mark up. You mark up an article by adding "tags" to it. (If you know HTML then you should find that any HTML tag should work. This document discusses the tags most people find useful.)

## Tag Basics

---

Opus recognises two sorts of tag: HTML tags<sup>[1]</sup> and its own special tags. HTML tags always start with a "<" and end with a ">". Opus tags start with a "{" and end with a "}".

You may be wondering at this point how you can put the characters "<" and ">" or "{" and "}" in your article. You do that by putting two of the character in. So if, for example, you put in your article "speed >> 60 mph" the text as displayed on the web page the user sees will be "speed > 60 mph".

[1] If you already understand HTML tags you can skip most of the following, other than noting the special use of the <h2> and </i> tags by Opus, and go straight to the section entitled "Breaking News Articles".

## Simple Formatting

---

You can modify the way a piece of text is displayed by surrounding it with HTML tags. For example you can **embolden** a word, as we've just done in this sentence. In the article box you would enter the previous sentence thus:

```
For example you can <b>embolden</b> a word, as we've just done in this sentence.
```

In the same way you can underline words by surrounding them with <u> and </u> and you can even ~~cross them out~~ using <s> and </s>. You can make words appear *in italics* using <i> and </i>.

## Headings

---

You can insert headings in your article by surrounding the heading text with tags. For large headings use <h2> and </h2> tags. Depending on the way your publisher has set the paper up these heading may be automatically underlined (using an <hr> tag, so in the same style as the heading is above).

For smaller headings you can use <h3> or <h4>. These are never underlined.

## Special Characters

---

HTML only knows about a basic range of characters. Some punctuation marks and accented letters need to be entered in a special way. You do that by putting a thing called an "entity" into your article. An entity starts with an ampersand and ends with a semi-colon. So for "£" you should enter `&pound;`.

Opus tries to help you in doing selecting the right entities for you if it sees you entering characters it knows should be entities. Here is a short list of useful entities:

Character	Entity	Character	Entity
&	<code>&amp;amp;</code>	ß	<code>&amp;szlig;</code>
£	<code>&amp;pound;</code>	à	<code>&amp;agrave;</code>
©	<code>&amp;copy;</code>	á	<code>&amp;aacute;</code>
®	<code>&amp;reg;</code>	â	<code>&amp;acirc;</code>
°	<code>&amp;deg;</code>	ã	<code>&amp;atilde;</code>
€	<code>&amp;euro;</code>	ä	<code>&amp;auml;</code>
¥	<code>&amp;yen;</code>	å	<code>&amp;aring;</code>
±	<code>&amp;plusmn;</code>	æ	<code>&amp;aelig;</code>
μ	<code>&amp;micro;</code>	ç	<code>&amp;ccedil;</code>

This is not a complete list but other accented characters follow the same model, so ë is `&euml;` and so on, and upper case versions have the first letter capitalised, so Ä is `&Auml;`

You only need to use the `&amp;` entity if the character after the "&" is not a space or newline.



## Ordered and Un-Ordered Lists

---

You may want to put a list in your article. You start an un-ordered list with a `<ul>` tag. Each bullet point starts with a `<li>` and you need to close the list with a `</ul>`. Here's an example:

```
<ul>
<li>Apples
<li>Oranges
<li>Pears
</ul>
```

This list will be displayed thus:

- Apples
- Oranges
- Pears

If you want the list more widely spaced to can use `<lj>` tags. This opens up gaps between each list item. So this:

```
<ul>
<lj>Apples
<lj>Oranges
<lj>Pears
</ul>
```

This list will be displayed thus:

- Apples
- Oranges
- Pears

You can also have ordered lists. Here is an ordered list, note the `<ul>` tags replaced `</ol>`

```
<ol>
<li>Apples
<li>Oranges
<li>Pears
</ol>
```

This list will be displayed thus:

1. Apples
2. Oranges
3. Pears

By default the numbering is numeric starting from one. You can change the number by specify a type parameter. So starting the list `<ol type="a">` will make it number that list items a,b,c etc and `<ol type="i">` will make it use roman numbers.

## Nested Ordered Lists

---

The above is standard HTML, but Opus lets you take it a little further. If you want to have numbered paragraphs within number paragraphs and rather than number them:

```

1. Level one
    1. Level two
        1. Level three
  
```

you instead want to number them thus:

```

1. Level one
    1.1 Level two
        1.1.1 Level three
  
```

You can do so by adding the attribute "nested" to the <ol> tag. If you are using "nested" you can also use the attribute "bracketed" which put the list item number at the level you are at in brackets. So you might have 2.1(c).

This way of using <ol> tags supports the "class" and "style" tags as you might expect, both for <ol> and <li>. For <li> tags you can also use the attributes "liclass" & "listyle" and "txclass" & "txstyle" to define a class or style which is only to be applies to the number or to the body text respectively.

A good example of this is the Opus FAQ on the Opus web site which you can find at <http://opus.cx/faq.html>. That article begins:

```

<ol nested>
<li class=h3>Preliminaries

<ol nested>
<li liclass=bd><b>How much does it cost to use Opus?</b>

<p>Nothing.
  
```

Here the top level <ol> has an <li> with class "h3" which is to be applied to both number ("1." in this case) and the text ("Preliminaries").

At the next level of <ol> the <li> consists of several paragraphs of which the first is title and the only one we want emboldened so Opus is told to display the the number ("1.1") using the class "h3" but not the text. <b>...</b> is then used to embolden the title.

## Breaking News Articles

---

When you write a news article then, in the newspaper view, where all the recent news is displayed, Opus will display the first paragraph of each story and, if there is more than one paragraph, a "More ..." hyperlink takes you to another page to show the whole article.

If the first paragraph is long you might want to tell Opus to stop sooner. You can do this by inserting a `{...}` tag at the point where you want Opus to stop and display "More ...".

## Hyperlinks to Other Articles

---

Often you will want to put a "hyperlink" in your article to another article. A hyperlink is one or more words which, if you click on those words, take you to another article. Before you can insert a hyperlink you must find out what the article's article number is. You can do this by looking at the article number at the bottom of the article text when it is being displayed.

You then construct the hyperlink by starting with a "{", then the number of the article, a ">", the text which you want to be the hyperlink, and finally a "}". So suppose the article you want to put a hyperlink to is number 96 and it's about your dog. Here's an article with a hyperlink in it to that article.

```
You can find out all about my dog by clicking {96>here}. We  
think she's lovely!
```

## Hyperlinks to Other Web Pages

---

You may also want to add a hyperlink to someone else's web page. For this you need the "URL", the address of the web page. If there's a "http://" prefix then strip that off and then make the hyperlink thus:

```
{url: webpage>text}
```

This makes *text* a hyperlink to web page `http://webpage`. Here's an example:

```
You can find out all about my dog Tilly by clicking  
{url:www.the-hug.org/tilly/>here}. We think she's lovely!
```

## Special Hyperlinks

---

Opus supports some other hyperlinks too:

- `{news>text}` make *text* a hyperlink to the news page.
- `{news:section>text}` make *text* a hyperlink to the *section* section of the news (where *section* is the sectioncode, not the section name).
- `{search>text}` make *text* a hyperlink to the search page.
- `{diary>text}` make *text* a hyperlink to the diary page.

For the more advanced user there are some additional hyperlinks which you may find useful if you have access to the web site other than through Opus:

- `{file:htmlfile>text}` make *text* a hyperlink to the *htmlfile* which is displayed as if it were an article.
- `{code:phpfile>text}` make *text* a hyperlink to PHP file *phpfile* which is displayed as if it were an article.
- `{doc:dmlfile>text}` make *text* a hyperlink to the documentation page *dmlfile.dml*.

## Inserting Images

---

You can embed an image in your article. There are two ways you can do this and which methods are available to you will depend on how your Opus system has been set up.

### Using Image Management

You may be able to use Opus' image management facility. This lets you upload images to the web site using your web browser. Opus then allocates the image and image code and then insert the image by putting:

```
{image:image_no}
```

or

```
{image:image_no>description}
```

into your article. The chapter on image management has more details of this facility.

### Using FTP and Explicit Filenames

You must have uploaded your image to the web site, probably using FTP, and put it in a directory where it can be seen. You may need help from the publisher in order to do this.

Assuming you know the name of your image you can then insert the image by putting:

```
{image:imagefile>description}
```

into your document. This will insert the image *imagefile* and display *description* as the description when you put your mouse over the image.

# Image Management

## The Image Database

---

Opus lets you hold a database of images you want to use. Opus lets you record a description of the image, a default ALT tag (the text that appears when you put your mouse over the image on most browsers) and it allocates an image number to the image.

This facility requires the publisher to do some setting up, so it may or may not be available to you. Similarly the publisher defines which directory or directories images are to be stored in.

## Preparing Your Images

---

Browsers generally support three types of images: JPG, GIF and PNG. Your aim is always to keep the size of the images as small as possible as it is image loading that takes up the vast majority of the time when viewing a page. With this in mind it is generally best to use JPGs for photographic images and GIFs or PNGs for logos and the like.

### Photographs as JPGs

You can make JPG files significantly smaller by saving them with a reasonably large amount of compression. Your graphics tool should let you do this. For most photographs you can set a compression factor of about 40% without significantly compromising image quality. This will make a big difference to the size of the file. The only images which suffer from this approach are ones with large areas of very slowly changing colour, like a blue sky, where you may see "artifacts" in the form of contour lines across the sky.

The other thing that's worth considering for photographs, especially if you're reducing their dimension is "sharpening" them, if your graphics tool supports this. These two images illustrate the effect of sharpening rather well:



Original image



Sharpened image

## Other Images as GIFs/PNGs

When creating logos and other images the most important thing to remember is that you shouldn't assume that the background colour for the page will be white **even if Opus has been set up to explicitly set it**. The reader may have set up their browser to ignore your colour choices.

For this reason any image which isn't rectangular and so requires some of the image file show background colour should have the background colour set to be "transparent". Your favourite image management tool should let you do this.

## Uploading Images

---

When you're ready to upload your image use the "Upload an image" option in the author's menu.

If the publisher or editor has allocated more than one directory in which to store images you will be asked to select the directory to use.

You will then be asked to identify the file to upload image from, and to enter a description of the image, and a default **ALT** attribute (the text that appears when you put your mouse over the image on most browsers). You will also be asked to specify whether a border is to put around the image when it's being displayed and you can also enter any other attributes you want to be applied in the **IMG** tag (this latter feature is only useful if you understand HTML). Then click on the "Upload" button to upload the image to the web server. This may take some time.

When the upload is completed Opus will show you the image and will tell you how big it is. It will also allocate an image number to the image.

If you want to replace your image with a better version simply upload it again and Opus will overwrite it in the database (retaining the same image number).

## Using {image} tags

---

To use an image in a document you must know its image number. If you can't remember what it is you can click on a link on the article editing page and Opus will open another window in which you can browse the images in the image database.

Once you know the image number you then insert the image into your article as:

```
{image:image_no}
```

or

```
{image:image_no>description}
```

If you use the first form then Opus will use the default **ALT** attribute you recorded in the database as the **ALT** attribute for the image. If you use the second form then the *description* will be used as the **ALT** attribute.

# PDF, Postscript and Word Documents as Articles

## When to Use PDF, Postscript or Word Documents

---

[NB: this facility is only available if the site owner has set up Opus to allow it.]

Before we explain how to make PDF, Postscript or Word documents into articles it's worth looking briefly at the issues behind this. If you have a web site then, in the ideal world all pages would be in HTML because then you can guarantee that any visitor will be able to read every page. It's often very easy to do this if the document is simple: just use "Select all" (typically Ctrl+A in Windows) to select all the text in the document and then copy it into your scratchpad (Ctrl+C) before pasting it (Ctrl+V) into the text box of an Opus article.

However there are some situations where it is better to use PDF, Postscript or Word when putting a document on the Web. These include:

- where the exact format of document is important, often because you are expecting the reader to print the document.
- where you want to preserve the fonts used in the original document
- where the format of the document is such that converting it to HTML, even using Opus to make it easier for you, would be tedious and you know that the target audience will have the right tools to read the document even if it's not in HTML.

In such cases you can use the "Upload document" option in the Author Menu. This makes the document into an Opus article.

PDF is always a better choice than Word or Postscript as it makes your document available to the widest range of readers. There are shareware tools available such as Pdf995 which make it easy to convert Word documents to PDF format.

## How To Upload a Document

---

Loading a document is very similar to creating an article, but with two importance differences.

- An extra file selector "Document" at the top of the form lets you select the document you want to upload.
- An extra check box "Introduce document" lets you specify whether or not readers who select the article get to see an introductory page or are taken straight to the document.

You can also enter a headline and text describing the document just as if it is an ordinary article. You can use the tag `{docicon}` to include an icon for a Word or PDF document as appropriate.

If you choose to introduce the article then you can put in a `{document}` tag in the text to create a hyperlink to the document. For example:

**Click `{document>here}` to view the document.**

If you don't do this then Opus will automatically append text to the end of the article text with a hyperlink in.

## How the Document Appears to the Reader

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When the reader selects an article which is a document then, if the "Introduce document" checkbox isn't checked then the reader is taken straight to the document.

If the "Introduce document" checkbox is checked then the reader is first taken to a page which uses the headline and text to describe the document to the reader and from there they follow a hyperlink which takes them to the document.

## Using the {index} Tag

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It's often useful to be able to create a page which contains an index of all the documents you have uploaded. A good example of this is if you are loading minutes of meetings to your Opus web site and want a page which contains a date ordered index of all your minutes. This is where the {index} tag comes in. It's a rather special tag, and you are likely to only use it once in one article, so if you're not the site owner or editor you are unlikely to ever use it.

Its syntax is:

```
{index:section_list:sort_by:asc_desc:class>none_this_month_text}
```

Where:

*section\_list*

the list of sections to be indexed, if there is more than one then they should be separated by "|" eg "5|11|13".

*sort\_by*

either "d" to sort by article date or "t" to search by "title" i.e. the article headline. Defaults to "d".

*asc\_desc*

ascending or descending sort order. Defaults to "d", i.e. most recent dates first if *sort\_by* is set to "d" and "a", i.e. A to Z, if *sort\_by* is set to "t".

*class*

the class used for all the elements of the table used to construct the index. If you add appropriate class elements to the paper's stylesheet `paperstyle.css` this gives you a lot of control over the format of the index.

*none\_this\_month\_text*

the text displayed when *sort\_by* is set to "d" but there are no articles for a particular month.

All fields other than *section\_list* are optional, so a typical real {index} tag for minutes which are uploaded as articles to section 10 or 11 might read:

```
{index:10|11>There were no meetings this month.}
```

## **Implications For The Search Engine**

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Whether or not your documents can be included in searches will depend on how your publisher has set up your Opus system. If the right tools are available then Opus will extract all the text from the document so the search engine can include it in searches, otherwise it will search only on the headline and text.

# Help and Support

## Free Support

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We should start by stating that unless you've purchased support from us then Opus comes with ABSOLUTELY NO WARRANTY; for details read the GNU Public License.

Having said that, if you want help and advice on using Opus we will try to do what we can, but bear in mind that in doing so we are doing this for fun, we are not making any money out of helping you, and we're not obliged to help you. So be nice.

You can contact us by email as [opus@the-hug.co.uk](mailto:opus@the-hug.co.uk).

## Commercial Support

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If you would like help and support on a commercial basis then we would love to be able to provide that in return for a suitably generous fee. If you're interested in doing this then mail us with your requirements.